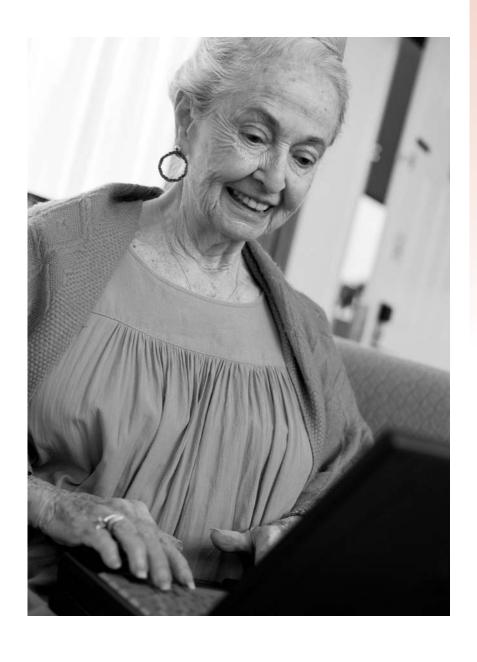# Guide to Answering your Medicare Questions on the Web

This official government guide explains…

- What's on www.medicare.gov

- How to get Medicare information personalized just for you

DEPARTMENT OF HEALTH & HUMAN SERVICES · USA

Medicare Questions?

The answers are on your computer.

Anyone can use www.medicare.gov, the official website for Medicare information, to get answers to questions about Medicare. This guide tells you how to use www.medicare.gov to find general Medicare information like what Medicare covers and how to save money on your prescription drugs. It also tells you how to get personalized Medicare information including quality information on dialysis facilities, nursing homes, and home health agencies.

Use www.medicare.gov for yourself, family, friends, or someone with Medicare whom you care for. If you don't have a computer, your local senior center or library may be able to help you get this information.

The www.medicare.gov website is updated monthly. If you have questions after reading this guide, you can also call 1-800-MEDICARE (1-800-633-4227) for help. TTY users should call 1-877-486-2048.

Caution:
www.medicare.gov won't ask for your Medicare or Health Insurance Claim (HIC) number.

Before you give personal information like this over any website, make sure the website is legitimate. Read the privacy policy for the website, and make sure you feel comfortable with the policy. If you think a website is questionable, don't give your personal information over that website.

Guide to Answering Your Medicare Questions on the Web explains the www.medicare.gov website. It isn't a legal document. The official Medicare program provisions are contained in the relevant laws, regulations, and rulings.

Welcome to www.medicare.gov

The main page (homepage) of www.medicare.gov is where your search for Medicare information begins.

Home link

Top toolbar

Tip:
No matter where you are in the website, click on the American flag to return to this page.

The top toolbar is your tour guide for general movement throughout the www.medicare.gov website. It will always be in the same place (at the top of your screen) while you are in the www.medicare.gov website. If you don't see the top toolbar, you are no longer in the www.medicare.gov website. Here are some of the things you can do by clicking on the links in this toolbar:

• **Screen Reader Version:** If your computer has a screen reader, use this version to have each page read to you. This is helpful if you have low vision or are blind.

• **Español:** Read certain sections of www.medicare.gov in Spanish.

• **Help:** Choose the topic you need, and find out more about it. This feature also includes site viewing tips that will help you do things like set up your best monitor settings or download some of Medicare's databases.

Tip:
You may need to scroll down to see the entire screen.

• **Printable Version:** Print Medicare information without toolbars and extra text. This makes printing time faster.

• **Search:** Type a word or phrase (like "prescription drug") to search the entire www.medicare.gov website for information containing that word or phrase.
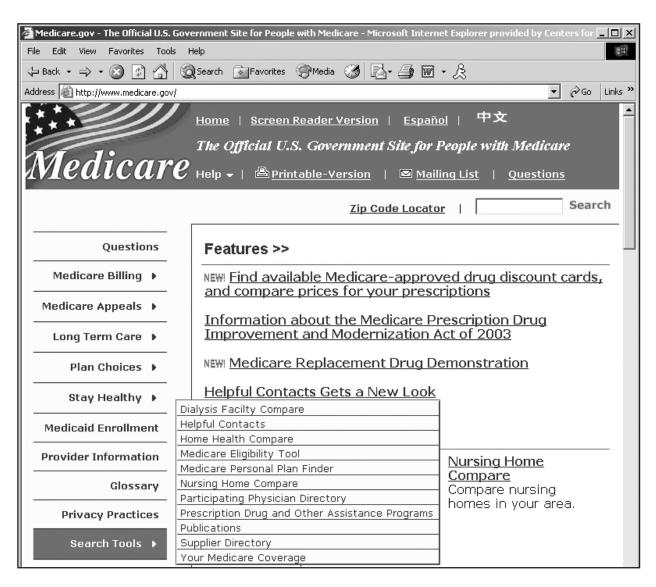
How can www.medicare.gov help me?

When you need Medicare information personalized just for you, visit Medicare's search tools. These search tools ask you questions and let you review Medicare information based on the details you provide. Some tools also have a resources tab for more information. Check out the next few pages to learn about how you can get the Medicare information you need.

You can find all of the tools in the **Search Tools** section of the website.

Can I get Medicare?

Find information about whether you are eligible for Medicare, when you can apply, how to enroll, and how much you will pay with the Medicare Eligibility Tool.

Becky's mother will be 65 this year. Her mother has never worked outside of her home. Becky used the **Medicare Eligibility Tool** to see if her mother is eligible for Medicare.

What are my health plan choices?

Answer simple questions and get personalized health plan information to help you compare health plans and supplemental plans in your area with the Medicare Personal Plan Finder. You can also get benefit descriptions, learn how to choose the best plan for you, and visit other resources for more information.

James is going to be 65 in a few months. He used the **Medicare Personal Plan Finder** to find out if he can choose the same kind of health plan he has now.

How can I save money on my prescriptions?

Get information about Medicare-approved drug discount cards and programs that offer discounts or free medications for people who qualify with the Prescription Drug and Other Assistance Programs tool. You can also compare prices for drugs covered by Medicare-approved drug discount cards and find out which Medicare health plans offer prescription drug coverage.

Helen's niece used the **Prescription Drug and Other Assistance Programs** search tool to help Helen find ways to save on her prescriptions.

How do I get booklets about Medicare?

Look at, order, or download free Medicare and health-related materials by using the Publications tool. Find out which publications are available in Spanish, large print, or Braille. Click on the "View Adobe PDF" link to read the publication on your computer or print a copy. This information is also available in Spanish.

What services will Medicare pay for?

Get information about your health care benefits in the Original Medicare Plan including what is covered (like a hospital stay), what you pay, and where to call with questions by using the Your Medicare Coverage tool.

Which nursing home should I choose?

Find out which nursing homes are available in a specific area. Compare quality measures, read inspection results, learn about the staff at Medicare- and Medicaid-certified nursing homes in a specific area, and use a checklist to narrow your choices with Nursing Home Compare. Get information on payment, patient rights, and alternatives to nursing homes. You can also get telephone numbers to find out more information about a nursing home, and get a map and driving directions to nursing homes you want to visit. This information is also available in Spanish.

Mary's doctor wants to transfer her to a nursing home to recover and get therapy after surgery. John, her son, used **Nursing Home Compare** to choose the best nursing home for her.

Does this dialysis facility give good care?

Compare Medicare-approved dialysis facilities in your area by looking at quality measures and facility characteristics with Dialysis Facility Compare. You can also get a map and driving directions to a facility. Other resources are included to help you choose a dialysis facility.

What is this home health agency like?

Review detailed information about Medicare-certified home health agencies to find out how well the agencies care for their patients with Home Health Compare. You can compare measures, read home health agency characteristics, and get telephone numbers for the home health agency you choose.

How do I get help from another organization?

Find telephone numbers and websites that answer Medicare-specific questions that you can't find at www.medicare.gov with Helpful Contacts. Learn how to contact a specific organization or find a website for more help.

Does my doctor accept Medicare?

Get a list of Medicare doctors in the specialty and area that you need, or check to see if a certain doctor accepts Medicare with the Participating Physician Directory. You can also get a profile of the doctor (including the doctor's education and which hospital the doctor uses), map, and driving directions to the doctor's office.

Steve needs to see an oncologist to treat his cancer. He's worried that his visits to this doctor will be expensive. Steve used the **Participating Physician Directory** and found an oncologist who accepts Medicare, so his bills will be less.

Where do I get medical equipment?

Get a list of the names, addresses, maps, driving directions, and contact information for suppliers that provide Medicare-covered services (like equipment repairs) or products (like wheelchairs) by using the Supplier Directory.

What can I do if I can't print the information I need?

If you have trouble printing the Medicare Personal Plan Finder, Nursing Home Compare, Participating Physician Directory, or the Prescription Drug and Other Assistance Programs information, call 1-800-MEDICARE (1-800-633-4227), and a Customer Service Representative will print and mail the information to you. TTY users should call 1-877-486-2048.

Note:
The information in this guide was correct when it was printed. Changes may occur after printing. For the most current information, look at www.medicare.gov on the web. Or, call 1-800-MEDICARE (1-800-633-4227). A Customer Service Representative can tell you if the information has been updated. TTY users should call 1-877-486-2048.

**U.S. DEPARTMENT OF
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To get this publication in Spanish, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Para obtener este folleto en español, llame gratis al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY deben llamar al 1-877-486-2048.